Norton Internet Security™ 2009

User Guide

See back cover for Quick Installation.

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Norton™ from symantec

Care for our Environment, 'It's the right thing to do'.
Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

Norton Internet Security™ User Guide

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Documentation version 16.0

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Norton Internet Security™

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Overview

1

This chapter includes the following topics:

- About Norton Internet Security
- What is new in Norton Internet Security

About Norton Internet Security

Norton Internet Security offers fast, comprehensive, and up-to-the-minute protection against online threats. It safeguards your computer, your identity, and your home network without slowing you down. Re-engineered for faster, fewer scans and rapid updates, it sets a new standard for speed. Norton Internet Security makes online shopping, banking, and browsing safer and more convenient than ever.

Norton Protection System is a multilayered system of technologies that work in concert to stop threats before they affect you. Relying on an intelligence-driven technology, Norton Insight targets only those files at risk, for faster, fewer, and shorter scans. Patent-pending browser protection safeguards you from Web-based attacks. And rapid-pulse updates every 5 minutes to 15 minutes to deliver up-to-the-minute protection against new threats.

What is new in Norton Internet Security

This version of offers the following new features:

Norton Insight	Delivers innovative intelligence-driven technology for faster, fewer, shorter scans
Pulse Updates	Updates every 5 to 15 minutes to provide up-to-the minute protection against new threats
Silent Mode	Suspends alerts and updates to avoid interrupting or slowing games and movies
Improved Norton Identity Safe	Protects your personal information and safeguards your identity when you buy, bank, and browse online
Norton Protection System	Multilayered protection working in concert to stop threats before they affect you
Botnet Detection	Helps prevent others from taking control of your PC, accessing your private information, or using your computer to host an attack
Real-Time SONAR Technology (Symantec Online Network for Advanced Response)	Detects emerging viruses without the need for traditional updates or signature-based definitions

Smart Scheduler	Runs quietly in the background to let you work and play without disruption
Norton Recovery Tool	Boots and repairs PCs badly infected by malware, even when the virus leaves the computer unbootable
Parental Controls	Lets you create individual user settings and profiles that can also be copied to additional PCs
Wireless Network Security	Automatically conceals and secures your PC on public Wi-Fi networks
Automatic File Sharing Control	Automatically configures your networks to allow file sharing access if the network is secure

Installation

2

This chapter includes the following topics:

- Before you begin
- Installing Norton Internet Security
- If the opening panel does not appear

Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Norton Internet Security contains an antivirus program. If you have other antivirus programs that are installed on your computer, an uninstall panel may appear to help you remove them. Symantec strongly recommends that you remove the other antivirus programs. Follow the instructions on the uninstall panel.

Norton Internet Security contains a firewall program. If you have other firewall programs that are installed on your computer, Symantec strongly recommends that you remove them to prevent installation errors.

For more information, see the user documentation that came with the firewall program.

During the installation, if a firewall message appears, click Yes to use the Norton Internet Security firewall.

During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton Internet Security.

Installing Norton Internet Security

You can install Norton Internet Security from a CD or from a file that you download.

To install Norton Internet Security

1. Do one of the following:
   - If you install from a CD, insert the CD into the CD-ROM drive.
   - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
2. In the opening panel, click **Install Norton Internet Security**.
3. In the Norton Internet Security installation page, enter the Product Key if prompted.
4. Click the **Install Options** link, review the options, and then click **OK**.
5. Click the **User License Agreement** link, and read the agreement.
6. After you have read the agreement, click **AGREE & INSTALL**.

See "If the opening panel does not appear" on page 16.

If the opening panel does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

To start the installation from the product CD

1. On your desktop, double-click **My Computer**.
2. In the My Computer window, double-click the icon for your CD-ROM drive.
3. In the list of files, double-click **CDStart.exe**.

Getting started

3

This chapter includes the following topics:

- Starting Norton Internet Security
- Activating your product
- Exploring the main window
- Viewing the protection status of your computer
- About the Security Status indicator
- For more information

Starting Norton Internet Security

See "Responding to Security Status indicators" on page 22.

Norton Internet Security protects any computer on which it is installed. You do not have to start the program to be protected.

At any time, you can start Norton Internet Security to adjust the settings, or perform preventive maintenance. All of the program features can be accessed from the main window.

To start Norton Internet Security

❖ Do one of the following:

- In the Windows notification area, double-click the **Norton Internet Security** icon.
- On the Windows taskbar, click **Start > All Programs > Norton Internet Security > Norton Internet Security**.

Activating your product

If you did not activate your product during installation, you receive an Activation Needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software.

You must activate your product within the time period that is specified by the alert, or your product stops working.

You can activate your product directly from the Activation Needed alert. Or, you can use the Activate Now button in the main window. Activation should take only a few minutes.

During activation, the Norton Account window appears. You can create your Norton Account and register your product. You can also view details, such as your Product Key and recent updates to the product. If you skip the Norton Account window, the product is activated, but the Product Key is not saved in the Norton Account. You can print the Product Key for the future to reinstall your product.

To activate your product from the alert

1 In the alert, do one of the following:

- If you purchased a subscription version of a retail product, click **Activate Now**.
- If the product came installed on your computer, click **Subscribe Now**.

2 Click **OK**.
3 Follow the on-screen instructions to activate or renew your product.
4 In the window that appears, click **Done**.

To activate your product from the main window

1 In the main window, do one of the following:
   - If you purchased a subscription version of a retail product, click **Activate Now**.
   - If the product came installed on your computer, click **Subscribe Now**.
2 Follow the on-screen instructions to activate or subscribe your product.
3 In the window that appears, click **Done**.

About problems during activation

If you cannot connect to the Symantec servers to activate your product, first check to see if you have parental control software, either installed or through your ISP, that might block the connection.

A connectivity problem may occur if you use parental control software. If you suspect that parental controls are blocking the connection, you can configure the parental controls so that they do not block the activation procedure. You need to sign in to your parental control software as an administrator or log on to the Internet through your ISP as an administrator to change your configuration.

Exploring the main window

When you start Norton Internet Security, the main window opens. The main window provides access to all Norton Internet Security features, options, Help, and Support.

To explore the main window

See "Starting Norton Internet Security" on page 17.

1 Start Norton Internet Security.

2 On the top of the main window, click the link that you want to explore. Your options are:

Leave Feedback	Lets you submit feedback about your experience with your Norton product
Norton Account	Lets you manage all of your Norton product information from one location
Help & Support	Lets you view the Norton One Click Support page, the Norton Help Center, Activation, and the About Norton Internet Security information

3 On the left side of the main window, click the option that you want to explore. Your options are:

Security Status Indicator	Lets you view the security status of your computer
CPU Usage	Lets you monitor the overall system CPU and memory usage and the Norton-specific CPU and memory usage
Norton Insight	Lets you check the trust level of files of the processes that are running on your computer In addition, you can also view details such as file name, file path, file version, and digital signature of a file.

4 In the center of the window, click **Settings** in the category pane that you want to explore. Your options are:

Computer	Helps you secure the data on your computer from viruses and other threats
Internet	Helps you secure your system from threats over the network
Identity	Helps you manage your identities and provide additional security while you perform online transactions

Viewing the protection status of your computer

The main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

As you use your computer, the product monitors how well your computer and activities are protected from threats, risks, and damage.

The product displays the protection status for selected items only.

To view the protection status of your computer

See "Starting Norton Internet Security" on page 17.

1 In the main window, next to an item, click the information icon.
2 Optionally, do any of the following:
- To ignore the status of an item that affects your system's overall health evaluation, click **Ignore**.
- To monitor a security item that has been ignored, click **Monitor**.

About the Security Status indicator

The Security Status Indicator summarizes your current protection levels for different activities such as emailing and Web browsing. It estimates a general level of protection based on the security programs that are installed on your computer. The Security Status Indicator appears on the left side of the main window.

Responding to Security Status indicators

When your system encounters a threat or a risk, the product displays the security status in the main window. When a status indicator displays a status, you can take appropriate action to improve your protection status. Your protection is based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

The status indicator displays the following statuses:

Secure	Indicates that your computer and activities are protected from threats, risks, and damage
Attention	Indicates that your computer and activities require attention Take appropriate action to improve your protection status.
At Risk	Indicates that your computer and activities are at risk Take immediate action to improve your protection status.

You can respond to the status indicators directly from the main window.

To respond to status indicators from the main window

❖ In the main window, click **Fix Now**.

For more information

The product documentation helps you use Norton Internet Security. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Symantec product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features and tasks that you can complete.

To access Help

1 At the top of the main window, click **Help & Support**.
2 In the drop-down menu, click **Help**.
3 In the Help window, in the left pane, click a tab. Your options are:

Contents	Displays Help by topic
Index	Lists all keywords for the Help topics in alphabetical order
Search	Opens a search box in which you can type a word or a phrase

You can print any Help topic.

To print a Help topic

1 In the Help window, click the **Contents** tab.

2 In the Contents list, select the topic that you want to print, and then click **Print**.
3 Select whether you want to print only the selected topic, or the topic and all of the subtopics under it.
4 Click **OK**.

Accessing the user guide PDF

You can find the *Norton Internet Security User Guide* on the CD in PDF format. You must have Adobe® Reader® installed on your computer to read the PDF.

If you purchased this product as a download, the PDF and Adobe Reader are not included. You must download the PDF from the Symantec Web site and Adobe Reader from the Adobe Web site.

To install Adobe Reader from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 If applicable, double-click the **Adobe** folder.
5 Double-click the program file.
6 Follow the on-screen instructions to select a folder for Adobe Reader, and then complete the installation.

After you install the Adobe Reader, you can read the PDF from the CD.

To read the user guide PDF from the CD

1 Insert the CD into the CD-ROM drive.
2 In the window that appears, click **Browse CD**.
3 In the CD window, double-click the **Manual** folder.
4 Double-click the PDF.

You can also copy the user guide to your computer and read it from there.

To read the user guide that you copied to your computer

1 Go to the location into which you copied the PDF.

2 Double-click the PDF.

Accessing the Symantec Web site

You can access the Symantec Web site from your product or from a browser.

To access the Symantec Web site in your browser

1 Open your Web browser.
2 Go to the following URL:
www.symantec.com

Responding to emergencies

4

This chapter includes the following topics:

- Using the Norton Recovery Tool if you cannot install the product

Using the Norton Recovery Tool if you cannot install the product

If the installation of your product fails, you can use The Norton Recovery Tool on your product CD to check your computer for risks that may prevent successful installation.

To use the Norton Recovery Tool

1. Insert your product CD into the CD-ROM drive.
2. Exit all programs and restart your computer.
3. When you see the message, "Press any key to boot the computer from CD or DVD", click **Enter**.
4. In the Norton Recovery Tool window, select your language, and then click **OK**.
5. Type your Norton 2009 Product Key, and then click **I Agree to accept the License Agreement**.
6. Click **Start Scan**.
7. After the scan is completed, remove the CD from the CD-ROM drive and restart your computer.

Downloading the Norton Recovery Tool

If the installation of your product fails, you can download The Norton Recovery Tool.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

To download the Norton Recovery Tool

1. Go to the following Web site: www.norton.com/recoverytool
2. Follow the on-screen instructions.

Service and Support Solutions

About Support

If you have Norton 360, Norton Internet Security or Norton AntiVirus, you can access Support through the product after it is installed. See the section "One Click Support" for more details.

For all other products, to help you find an answer to your query or issue, we have two support options available. Details of each option are explained in the relevant section.

- Self Help
- Contact Support

Support offerings may vary based on the language or product.

Following are some notes on other versions of Symantec software:

- Preinstalled (OEM) software - If you have a valid subscription to a Norton product that came pre-installed on your computer, your computer manufacturer may be able to assist you with support-related queries.
- Software downloaded from a service provider - If you downloaded your Norton product from your service provider, please refer any product activation, subscription, and payment queries to your Internet service provider.

One Click Support

One Click Support lets you access support from within your product and offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as free support by chat and email. To access One Click Support, click Support on the product interface.

Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our knowledge base for help with technical issues, such as installing, configuring, or troubleshooting errors with your Symantec product.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:

www.symantec.com/globalsupport

Contact Support

In addition to using our Self Help options, you can also contact a support representative by chat, email, or phone.

Support offerings may vary based on the language or product.

Following is an overview of our support offerings:

Chat	Chat in real time with a support representative. For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve the problem for you. Chat support is free, with the exception of our Virus and Spyware Solution service.
Email	Submit your question on our Web site and receive a response by email. Email support has a slower response time when compared to chat or phone. Email support is free.
Phone	Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

www.symantec.com/globalsupport

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

Support policy

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued six months after the termination announcement. Technical information on these

products may still be available through the support Web site at the following address:

www.symantec.com/globalsupport

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

www.symantec.com/supportpolicy

Keeping your subscription current

Subscription period lengths vary by Symantec product. To maintain uninterrupted protection, you must keep your subscription up to date. If you do not renew your subscription, you will be unable to obtain updates of any kind and the software will no longer function.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Follow the instructions on the screen to renew.

When you renew your subscription, the protection updates and new product features are available throughout the subscription period. Please note that features may be added, modified, or removed during this period.

Worldwide service and support

Support solutions vary by country. For the Symantec and International Partner locations that are outside of the United States, contact one of the service and support offices that are listed in this section. You can also go to the following Web site and select your language:

www.symantec.com/globalsupport

For each region, please check the Web site for the appropriate phone number.

Region	Contact information
North America	■ Symantec Corporation 555 International Way Springfield, OR 97477 U.S.A. http://www.symantec.com/norton/support/index.jsp
Australia and New Zealand	■ Symantec Australia Level 2, 1 Julius Avenue North Ryde, NSW 2113 Sydney Australia http://www.symantec.com/en/aa/norton/support/index.jsp
Europe, Middle East, and Africa	■ Symantec Ltd Consumer Services & Support PO Box 5689 Blanchardstown Dublin 15 Ireland http://www.symantec.com/en/uk/norton/support/index.jsp
Latin America	■ Symantec Brasil Sevico e Suporte Symantec Caixa Postal 3037 CEP 06210-970 Brasil ■ Portuguese language support: http://www.symantec.com/pt/br/norton/support/index.jsp ■ Spanish language support: http://www.symantec.com/es/mx/norton/support/index.jsp

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Club Symantec

Join Club Symantec and sign up for your free monthly newsletter to receive the latest security articles, tips, and promotions!

For more information, go to the following URL and select your country in the drop-down menu:

www.clubsymantec.com

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Quick Installation

Norton Internet Security includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

www.symantec.com

Product features may be added, modified, or removed during the service period.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

During installation, Microsoft messages may appear. Follow Microsoft's on-screen instructions before you continue the installation of Norton Internet Security.

Installing Norton Internet Security

You can install Norton Internet Security from a CD or from a file that you download.

To install Norton Internet Security

1. Do one of the following:
   - If you install from a CD, insert the CD into the CD-ROM drive.
   - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
2. In the opening panel, click Install Norton Internet Security.
3. In the Norton Internet Security installation page, enter the Product Key.
4. Click the Install Options link, review the options, and then click OK.
5. Click the User License Agreement link, and read the agreement.
6. After you have read the agreement, click AGREE & INSTALL.

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